

Materials and Urbanisation Solutions

2022 QUALITY OBJECTIVES PERFORMANCE

As a part of our Quality Management System and a requirement of BS EN ISO 9001, the standard to which we are certified, each business must set a number of Quality Objectives. Performance against each objective is communicated quarterly and reviewed as part of the One CEMEX and business specific Quality Management Reviews, where the following years objectives are also set.



Business specific objectives are set to enable the overarching One CEMEX Quality Objective to be achieved:

“To provide an improved level of Product and Service Quality”

The following shows the performance of the Asphalt and Materials Businesses in 2022













CEMEX Urbanisation Solutions– Asphalt


Quality Objectives 2022

WHAT	HOW	WHO	OBJECTIVES	BRIEFING	QUARTERLY RESULTS
<p>we do</p>  <p>Mission Our mission is to create sustainable value by providing industry-leading products and solutions to satisfy the construction needs of our customers around the world.</p>	<p>we do business</p> <p>Our strategic priorities</p> <ul style="list-style-type: none"> Health and Safety Customer Centricity Innovation Sustainability EBITDA Growth 	<p>we share our value with</p> <p>Stakeholders</p> <ul style="list-style-type: none"> Employees Customers Shareholders and Investors Communities Suppliers 	<p>OBJECTIVES</p>  <ul style="list-style-type: none"> Achieve an NPS of greater than 45 96% Plant availability on a plant by plant basis 97% Cat A FPC Results per plant SD of binder content of less than 0.250 10% RAP Addition Rate in 90% of Available Base/Binder Average Speed of Pick Up to be less than 45 minutes 	<p>BRIEFING</p> <ul style="list-style-type: none"> NPS utilised in to evaluate the overall objective performance. Each plant will be measured quarterly against its availability to supply its customer base The number of Cat A FPC test results, binder content SD and RAP addition rates will be monitored and reported on a monthly basis. The average turnaround time for collect customers as an average across all plants 	<p>QUARTERLY RESULTS</p> <p>NPS Q1 44 Q2 13 Q3 38 Q4 38 2022 Average 33</p> <p>Plant availability Q1 94% Q2 94% Q3 97% Q4 96 2022 Average 95%</p> <p>% Cat A Q1 98% Q2 97% Q3 97% Q4 96% 2022 average 97%</p> <p>Binder SD Q1 0.235 Q2 0.221 Q3 0.214 Q4 0.207 2022 Average 0.219</p> <p>% RAP Addition Q1 91% Q2 84% Q3 104% Q4 81% 2022 average 90%</p> <p>Average turnaround time Q1 47.6 Q2 45.11 Q3 45.09 Q4 52.83 2022 Average 47.05</p>

CEMEX Materials UK

Quality Objectives 2022

WHAT	HOW	WHO	OBJECTIVES	QUARTERLY RESULTS
<p>we do</p>  <p>Mission Our mission is to create sustainable value by providing industry-leading products and solutions to satisfy the construction needs of our customers around the world.</p>	<p>we do business</p> <p>Our strategic priorities</p>  Health and Safety  Customer Centricity  Innovation  Sustainability  EBITDA Growth	<p>we share our value with</p> <p>Stakeholders</p>  Employees  Customers  Shareholders and Investors  Communities  Suppliers	<p>OBJECTIVES</p>  <p>Maintain a Quality Hotspot score of ≤ 2.0 for Readymix</p> <p>Maintain a Quality Hotspot score of ≤ 2.0 for Aggregates</p> <p>Target an average NPS score of over 4.6 for Product Quality for the quarterly customer satisfaction surveys</p>	<p>QUARTERLY RESULTS</p> <p>Hotspot Score Q1 - Q2 2.1 Q3 2.0 Q4 2.1 2022 Average 2.1</p> <p>Hotspot Score Sept 2.2 Q4 1.8 2022 average 1.8</p> <p>Product Quality Driver</p> <p>RMX Q1 4.2 Q2 4.4 Q3 4.5 Q4 4.6 2022 average 4.4</p> <p>Aggregates Q1 4.6 Q2 4.6 Q3 4.7 Q4 4.9 2022 Average 4.7</p>



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In 2022, the UK businesses achieved an average NPS score of 36 which is marginally lower than the 42 achieved in 2021.

Although not all of the objectives were achieved in 2022, we were constantly very close with some good improvements made throughout the year.

2023 Objectives are currently in the process of being agreed and will be communicated shortly.

Objectives and other QMS Documents are available 24/7 on the Quality App which is available for download at all CEMEX locations

